



2017 ANNUAL GENERAL MEETING

Mutual

Good : Members Working
Together



ALAN BEANLAND

CUA Chairman



Introducing the CUA Board & Executive team

BOARD

Alan Beanland
Chairman

Wayne Stevenson

Nigel Ampherlaw

Louise McCann

Andrew Reeves

Paul Bedbrook

Deborah O'Toole

EXECUTIVE MANAGEMENT

Rob Goudswaard
Chief Executive Officer

Steve Chugg
Chief Financial Officer

Sue Coulter
Chief Digital Officer

Philip Fraser
Chief Operating Officer,
Subsidiaries, Partnerships & Alliances

Jo Kearney
Chief of Corporate Affairs & Community

Tracey Lake
Chief People Officer

Brigid Leishman
Chief Operations & Products Officer

Megan Readdy
Chief Risk Officer

Grant Hewitt
Acting Chief Sales Officer

Nicole Pedwell
Company Secretary

Items of Business

1. Chairman and CEO Presentations
2. Financial Statements and Reports
3. Appointment of Directors



Delivering on last year's commitments

1. New organisational structure:

- ✓ Implemented in August 2016
- ✓ Embedding CUA Purpose across the organisation









2. Mutual Good Strategy:

- ✓ \$2.28m to community in FY17, equal to 2.8% of Net Profit before Tax & Community (NPBTC)
- ✓ 539 days volunteering by CUA team members
- ✓ Renewed commitment to Red Nose & First Nations Foundation
- ✓ New domestic violence initiatives

3. 'Anywhere, anytime' digital strategy

- ✓ Mobile wallets - Apple Pay, Android Pay, Samsung Pay
- ✓ Pivotal Ventures international collaboration
- ✓ CUA mobile banking app

Financial & performance highlights for FY17:

-  • CUA Group Net Profit After Tax of \$55.9 million, up 8.1%
-  • \$2.8 billion in new lending
-  • Consolidated assets of \$13.7 billion
-  • 13,409 additional members, around 70% more new members than in FY16
-  • 453,122 Australians now banking with CUA
-  • Almost 80,000 Australians protected by CUA Health
-  • Helped 9,785 members to buy or refinance a home or investment property
-  • Assisted 12,742 members with things like a new car, holiday or renovation
-  • Record \$256.58 million in personal loans

Mutual Good: Members working together

Emphasis on collaboration –
with members, partners
and other mutuals

- Mutual Marketplace
- Pivotus Ventures
- Queensland Cricket Association, including the Brisbane Heat BBL/WBBL teams



Looking ahead: A challenging environment

1. Burden of regulation & compliance

- Banking Executive Accountability Regime (BEAR)
- New accounting standards
- Oversight of mortgage lending, including investor lending

2. Access to capital

- Implementing Hammond Review recommendations
- APRA reform of capital instruments for mutual ADIs

Looking ahead - Member Experience

1. Investing in technology, innovation & collaborations

- Pivotus Ventures collaboration, including iM CUA pilot
- Life changes – building on success of ‘Hatch’
- CUA mobile banking app
- Real-time payments via the New Payments Platform (NPP)

2. Building on Mutual Good community activity

- Shared value initiatives –
eg. Domestic and family violence
- Strengthening existing community ties –
Red Nose, First Nations Foundation
- Supporting local communities –
eg. Mutual Good Community Grants,
volunteering days



red nose
saving little lives



ROB GOUDSWAARD

CEO



CUA highlights for FY17



Initiatives to help make CUA available to members 'anywhere, anytime'

- Android Pay, Apple Pay and Samsung Pay
- Toowoomba Community Hub
- Mobile banking app & the iM CUA pilot



Life changes

- Hatch - our first 12-week 'design-thinking' process



Mutual Good

- Mutual Good community grants – 7 groups sharing in \$70,000
- Shared value initiatives – Penda app, Micah Projects



Collaborations and partners

- Mutual Marketplace joint venture with People's Choice Credit Union
- CUA Hackathon with River City Labs
- International collaboration with Pivotus Ventures



Strong financial results benefit members

Sustainability: Strong financial performance allows CUA to be sustainable, so we can continue our focus on growing the mutual organisation.

Good value: Offering members good value through our products and services.

Retained earnings: These are CUA's primary source of capital.

Investing in local communities: We've committed to a four-fold increase in CUA's financial support for communities – lifting this to up to 3% of Net Profit before Tax and Community.

Member experience: CUA investments to provide a better member experience and building stronger communities.

Our strategic focus for the year ahead – digital & transformation

Frictionless & streamlined experience

Shift away from cash

Digital wallets

Creating stronger personal relationships with members

Robotics to pre-empt our members needs

Involving and listening to members on new initiatives

The regulatory environment & industry participation

Capital reform – Progressing reforms to enable mutuals to raise Tier 1 capital

Mutual sector leadership: Stepping up our representation on industry bodies, to ensure CUA has a stronger voice in the sector:

- Rob Goudswaard elected to BCCM Board & on the Board of payments partner Cuscal
- Steve Chugg, elected to COBA Board
- Jo Kearney, elected to the Board of Instil (formerly the Australian Mutuals Institute)

CUA culture – Demonstrating the integrity, transparency and member-centricity that sets us apart from our competitors

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Appointment of Directors

To appoint **Deborah O'Toole** as director of the Company. Her appointment will be for the period commencing at the end of this AGM until the end of the third AGM thereafter.

To appoint **Wayne Stevenson** as director of the Company. His appointment will be for the period commencing at the end of this AGM until the end of the third AGM thereafter.



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MEETING CLOSE

Refreshments will be served in the foyer